

Rambler, Alexis

From: Rambler, Alexis
Sent: Tuesday, May 11, 2021 1:22 PM
To: Rambler, Alexis
Subject: FW: [External] Request for better communication about Public hearings -DEC -SC E-customers

From
Sent: Friday, May 7, 2021 9:15 AM
To: Thompson, Ryder <communications@psc.sc.gov>
Cc: PSCSC Communications <[COMMUNICATIONS@PSC.SC.GOV](mailto:communications@psc.sc.gov)>
Subject: [External] Request for better communication about Public hearings -DEC -SC E-customers

Dear ORS,

I like many others are enrolled in a eBill and do not receive paper notices, watch typical TV, or read newspapers. I was surprised when I heard that there were public hearings going on since I was not sent any specific communication about that (specifically addressed to me) as a customer.

You can see below how the utility conveyed this information addressed to me in the ebill. What they have done is to include the texts "You can see important messages which are included in paper bills [here](#)." Or "Click to view important regulatory bill inserts and important back of bill information" in the ebill. In order to see the issues we have to go to this hyper link and check for all the notices.

It is better if the utility included specific information, for example in the January 2021 bill, include that there is a case filed by us affecting you relating to Solar Choice. Ideally, they should send a email on the specific notice to all relevant customers with full information about the filed case as well as announcement of public hearing.

As a customers, I am ok with how the process moved forward and the agreed resolutions that I have missed. However, from a regulatory stand point, for future announcement please let the utilities know that they need to send a email/e-communication with the specific announcement as subject, every time there is a regulatory announcement to be made.

Your Duke Energy statement is ready



DukeEnergyPaperlessBilling@duke-energy.com

To I

i If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures.

Amount:

Prior Balance:

Due Date:

06/01/2021

We appreciate your being a paperless billing customer.
important messages which are included in paper bills have been moved to this email.

If you need additional information or have questions, please visit our [website](#). Thank you for your business, and we look forward to serving you.

Para español, visite duke-energy.com/espanol.

Sincerely,
Duke Energy